

# **2007 M.C. Customer Satisfaction Survey**

1. In general, how satisfied or dissatisfied are you with the neighborhood you live in - would you say you are very satisfied, satisfied, dissatisfied, or very dissatisfied?

VERY SATISFIED	42%
SATISFIED	50%
DISSATISFIED	7%
VERY DISSATISFIED	1%
D.K. / REF.	1%

2. And how satisfied or dissatisfied are you with your city or town government? (Are you very satisfied, satisfied, dissatisfied, or very dissatisfied?)

VERY SATISFIED	17%
SATISFIED	65%
DISSATISFIED	9%
VERY DISSATISFIED	1%
D.K. / REF.	9%

3. How satisfied are you with Maricopa County government?

VERY SATISFIED	13%
SATISFIED	67%
DISSATISFIED	7%
VERY DISSATISFIED	1%
D.K. / REF.	12%

4. How satisfied are you with the Arizona State Government?

VERY SATISFIED	12%
SATISFIED	66%
DISSATISFIED	14%
VERY DISSATISFIED	2%
D.K. / REF.	6%

5. What about the public education system in your area - how satisfied or dissatisfied are you with it?

VERY SATISFIED	13%
SATISFIED	37%
DISSATISFIED	15%
VERY DISSATISFIED	5%
D.K. / REF.	29%

11. How much would you say you know about the structure and organization of your county government? Would you say you know very much, much, some, or almost nothing?

VERY MUCH	5%
MUCH	12%
SOME	42%
ALMOST NOTHING	38%
D.K. / REF.	2%

12. In general, how confident do you feel about the job that your county government is doing? Are you very confident, confident, not very confident, or not confident at all in the county government?

VERY CONFIDENT	6%
CONFIDENT	68%
NOT VERY CONFIDENT	13%
NOT AT ALL CONFIDENT	3%
D.K. / REF.	10%

13. How satisfied are you that Maricopa County uses your tax dollars to provide services in a cost-effective manner?

VERY SATISFIED	6%
SATISFIED	59%
DISSATISFIED	18%
VERY DISSATISFIED	3%
D.K. / REF.	13%

## Maricopa County Customer Satisfaction Survey - 2007

14. How much trust do you have in the county government? Would you say a great deal, some, not much, or none at all?

A GREAT DEAL	13%
SOME	64%
NOT MUCH	14%
NONE AT ALL	4%
D.K. / REF.	6%

15. In general, how would you rate the job that Maricopa County is doing? Would you say it is excellent, good, fair, poor or very poor?

EXCELLENT	8%
GOOD	54%
FAIR	27%
POOR	4%
VERY POOR	1%
D.K. / REF.	6%

16. How would you rate the effectiveness of Maricopa County in telling the public about the services it provides?

EXCELLENT	6%
GOOD	37%
FAIR	29%
POOR	17%
VERY POOR	3%
D.K. / REF.	8%

17. What about the responsiveness of county government, would you say it is excellent, good, fair, poor or very poor?

EXCELLENT	6%
GOOD	38%
FAIR	23%
POOR	7%
VERY POOR	2%
D.K. / REF.	23%

18. Do you think the county should take a bigger role, remain about the same, or take a smaller role in regional issues? (Issues that affect all or most of the cities and towns in the county?)

BIGGER ROLE	45%
REMAIN ABOUT THE SAME	32%
SMALLER ROLE	8%
D.K. / REF.	15%

# Maricopa County Customer Satisfaction Survey - 2007

31. Do you have access to the Internet from your home?

NO	28%
YES	72%
D.K. / REF.	1%

32. Have you ever accessed the Internet from somewhere else such as work, school, a friend's home, a public library, a government office, or a retail business?

NO	22%
YES	7%
INTERNET AT HOME	72%
D.K. / REF.	0%

33. How often do you use the Internet to find out about something you are interested in? Would you say: almost every day, once or twice a week, once or twice a month, less than once a month, or almost never?

ALMOST DAILY	47%
1-2 WEEK	16%
1-2 MONTH	6%
LESS THAN MONTHLY	2%
ALMOST NEVER	5%
NO INTERNET ACCESS	22%
D.K. / REF.	2%

34. And how often do you use the Internet to conduct personal business such as buying or selling, banking, looking for or applying for a job, or other similar transactions?

ALMOST DAILY	38%
1-2 WEEK	13%
1-2 MONTH	7%
LESS THAN MONTHLY	2%
ALMOST NEVER	16%
NO INTERNET ACCESS	22%
D.K. / REF.	3%

35. Have you ever accessed Maricopa County government's web site, [www.maricopa.gov](http://www.maricopa.gov)? (How many times?)

NO	30%
ONCE	7%
2 OR 3 TIMES	12%
4 OR 5 TIMES	6%
MORE THAN 5 TIMES	23%
NO INTERNET ACCESS	22%
D.K. / REF.	2%

41. One of the things Maricopa County government does to find out how citizens feel about issues is to have public hearings or forums. Have you ever attended a county sponsored hearing or forum? (How many?)

NO	90%
ONCE	5%
2 OR 3 TIMES	3%
4 OR 5 TIMES	1%
MORE THAN 5 TIMES	1%
D.K./ REF.	0%

42. What (was the issue / were the issues) discussed at the hearing(s) or forum(s) you attended?

TAXES/BUDGET	1%
TRANSPORTATION	12%
FLOOD CONTROL	1%
PLANNING/ZONING	43%
PARKS/RECREATION	2%
JAIL CONSTRUCTION	1%
CRIME;PREVENTION	5%
OTHER	2%
MULTIPLE MENTIONS	22%
DON'T KNOW/N.A.	13%

43. Overall, how would you rate the meeting(s) you attended? Would you say excellent, good, fair, poor or very poor?

EXCELLENT	17%
GOOD	31%
FAIR	34%
POOR	7%
VERY POOR	3%
D.K. / REF.	8%

## Maricopa County Customer Satisfaction Survey - 2007

101. Now I have a few questions about services provided by Maricopa County. First, how satisfied or dissatisfied are you with what Maricopa County Government is doing in the area of Planning & Development for the unincorporated areas in the county? (Would you say very satisfied, satisfied, dissatisfied, or very dissatisfied?)

VERY SATISFIED	5%	6%
SATISFIED	51%	69%
DISSATISFIED	16%	21%
VERY DISSATISFIED	2%	3%
D.K. / REF.	26%	

201. In the last year have you contacted Maricopa County Planning and Development, the office that issues building permits and conducts building inspections for the unincorporated areas of the county?

NO	91%
YES	9%
D.K. / REF.	

- 201a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **106** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	33%
WEB ONLY	15%
EMAIL/MAIL ONLY	11%
PHONE ONLY	25%
PHONE, VISIT	4%
PHONE, WEB	3%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	4%
PHONE, EMAIL/MAIL, VISIT	1%
PHONE, EMAIL/MAIL, WEB, VISIT	3%

- 201b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	23%
SATISFIED	57%
DISSATISFIED	12%
VERY DISSATISFIED	6%
DON'T KNOW/N.A.	3%

- 201c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	25%
SATISFIED	45%
DISSATISFIED	5%
VERY DISSATISFIED	3%
NO STAFF CONTACT	22%
DON'T KNOW/N.A.	1%

# Maricopa County Customer Satisfaction Survey - 2007

102. How satisfied or dissatisfied are you that the streets and roads that are in Maricopa County but outside city and town boundaries are adequate and properly maintained by the county?

VERY SATISFIED	6%	6%
SATISFIED	62%	69%
DISSATISFIED	18%	20%
VERY DISSATISFIED	4%	5%
D.K. / REF.	10%	

202. Have you been in contact with the Maricopa County Department of Transportation? This is the department responsible for streets and roads in unincorporated areas **NOT** for driver's licenses or vehicle registration.

NO	92%
YES	8%
D.K. / REF.	

- 202a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 97 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	13%
WEB ONLY	31%
EMAIL/MAIL ONLY	8%
EMAIL/MAIL, WEB	1%
PHONE ONLY	33%
PHONE, VISIT	2%
PHONE, WEB	3%
PHONE, EMAIL/MAIL	4%
PHONE, EMAIL/MAIL, VISIT	2%
PHONE, EMAIL/MAIL, WEB	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

- 202b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	22%
SATISFIED	60%
DISSATISFIED	13%
VERY DISSATISFIED	5%
DON'T KNOW/N.A.	

- 202c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	23%
SATISFIED	38%
DISSATISFIED	1%
VERY DISSATISFIED	1%
NO STAFF CONTACT	35%
DON'T KNOW/N.A.	2%

# Maricopa County Customer Satisfaction Survey - 2007

103. How satisfied or dissatisfied are you that the county has taken adequate steps to ensure safety during major flooding?

VERY SATISFIED	6%	8%
SATISFIED	59%	79%
DISSATISFIED	8%	10%
VERY DISSATISFIED	1%	2%
D.K. / REF.	25%	

203. The Maricopa County Flood Control District?

NO	97%
YES	3%
D.K. / REF.	

203a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 33 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	30%
WEB ONLY	21%
EMAIL/MAIL ONLY	6%
PHONE ONLY	21%
PHONE, VISIT	3%
PHONE, WEB	3%
PHONE, EMAIL/MAIL	6%
PHONE, EMAIL/MAIL, VISIT	3%
PHONE, EMAIL/MAIL, WEB	3%
PHONE, EMAIL/MAIL, WEB, VISIT	3%

203b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	21%
SATISFIED	61%
DISSATISFIED	12%
VERY DISSATISFIED	3%
DON'T KNOW/N.A.	3%

203c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	18%
SATISFIED	39%
DISSATISFIED	12%
VERY DISSATISFIED	
NO STAFF CONTACT	24%
DON'T KNOW/N.A.	6%

# Maricopa County Customer Satisfaction Survey - 2007

104. How satisfied or dissatisfied are you with the Maricopa County Library System?

VERY SATISFIED	24%	32%
SATISFIED	49%	65%
DISSATISFIED	2%	3%
VERY DISSATISFIED	0%	0%
D.K. / REF.	25%	

204. Have you visited or been in contact with a Maricopa County Library in the last year? (No. Central Regional on 32<sup>nd</sup> & Bell, SoEast Regional in Gilbert, Fountain Hills, Litchfield Park, Queen Creek, Sun Lakes, Guadalupe, Laveen, El Mirage, Surprise, Gila Bend, Aguila)

NO	58%
YES	42%
D.K. / REF	

204a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 479 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	87%
WEB ONLY	2%
WEB, VISIT	3%
EMAIL/MAIL ONLY	1%
EMAIL/MAIL, VISIT	0%
EMAIL/MAIL, WEB, VISIT	1%
PHONE ONLY	2%
PHONE, VISIT	1%
PHONE, WEB	0%
PHONE, WEB, VISIT	0%
PHONE, EMAIL/MAIL, VISIT	0%
PHONE, EMAIL/MAIL, WEB, VISIT	1%
DON'T KNOW/N.A.	1%

204b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	48%
SATISFIED	49%
DISSATISFIED	2%
VERY DISSATISFIED	0%
DON'T KNOW/N.A	0%

204c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	53%
SATISFIED	43%
DISSATISFIED	1%
VERY DISSATISFIED	0%
NO STAFF CONTACT	2%
DON'T KNOW/N.A.	1%

307. How much do you agree that county library services are conveniently located and open to the public at times they will most likely be used?

STRONGLY AGREE	11%
AGREE	67%
DISAGREE	4%
STRONGLY DISAGREE	0%
D.K. / REF.	18%

# Maricopa County Customer Satisfaction Survey - 2007

105. What about the Maricopa County Parks and Recreation Department? (How satisfied are you with them?)

VERY SATISFIED	24%	29%
SATISFIED	55%	67%
DISSATISFIED	3%	4%
VERY DISSATISFIED	0%	1%
D.K. / REF.	17%	

205. Have you gone to a Maricopa County Park or Recreation Area or contacted them, electronically or by phone?

NO	56%
YES	44%
D.K. / REF.	

205a. How did you contact them, by phone, by email, by visiting their web site, or by visiting a park (or office)?  
(ASKED ONLY OF THE **510** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	92%
WEB ONLY	2%
WEB, VISIT	1%
EMAIL/MAIL ONLY	1%
EMAIL/MAIL, VISIT	0%
PHONE ONLY	1%
PHONE, VISIT	1%
PHONE, WEB	0%
PHONE, WEB, VISIT	0%
PHONE, EMAIL/MAIL	0%
PHONE, EMAIL/MAIL, VISIT	0%
PHONE, EMAIL/MAIL, WEB	0%
PHONE, EMAIL/MAIL, WEB, VISIT	0%
DON'T KNOW/N.A.	0%

205b. How satisfied or dissatisfied were you with the park / recreation area or the service you received or information you were able to get?

VERY SATISFIED	39%
SATISFIED	57%
DISSATISFIED	2%
VERY DISSATISFIED	
D.K. / REF.	2%

205c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	30%
SATISFIED	31%
DISSATISFIED	1%
VERY DISSATISFIED	0%
NO STAFF CONTACT	34%
DON'T KNOW/N.A.	5%

308. How much do you agree that county parks and outdoor recreation areas are conveniently located and easy to get to?

STRONGLY AGREE	11%
AGREE	74%
DISAGREE	2%
STRONGLY DISAGREE	0%
D.K. / REF.	13%

309. That the county should be involved in the maintenance and/or preservation of "open space" or undeveloped areas within its boundaries?

STRONGLY AGREE	28%
AGREE	60%
DISAGREE	4%
STRONGLY DISAGREE	1%
D.K. / REF.	8%



# Maricopa County Customer Satisfaction Survey - 2007

106. What about Maricopa County Stadium District, the county office responsible for the public interest in the Cactus League and Chase Field? (How satisfied are you with them?)

VERY SATISFIED	17%	23%
SATISFIED	51%	68%
DISSATISFIED	5%	7%
VERY DISSATISFIED	1%	2%
D.K. / REF.	25%	

206. Have you attended any baseball games or other events at Chase Field in the last year?

NO	64%
YES	36%
DON'T KNOW/N.A.	

- 206a. How satisfied or dissatisfied were you with your experience(s) at the ballpark?  
(ASKED ONLY OF THE **419** RESPONDENTS WHO ATTENDED Chase)

VERY SATISFIED	54%
SATISFIED	41%
DISSATISFIED	4%
VERY DISSATISFIED	0%
D.K. / REF.	0%

- 206b. Did you attend any Cactus League baseball games this year?

NO	88%
YES	12%
D.K. / REF.	

- 206c. How satisfied or dissatisfied were you with your experiences at the ballpark?  
(ASKED ONLY OF THE **143** RESPONDENTS WHO ATTENDED CACTUS LEAGUE GAMES)

VERY SATISFIED	59%
SATISFIED	40%
DISSATISFIED	1%
VERY DISSATISFIED	1%
D.K. / REF.	

- 206d. Did you attend any functions at the Maricopa County Events Center this year?

NO	93%
YES	7%
D.K. / REF.	

- 206e. How satisfied or dissatisfied were you with your experiences at the center?  
(ASKED ONLY OF THE **81** RESPONDENTS WHO ATTENDED M.C. EVENTS CENTER)

VERY SATISFIED	49%
SATISFIED	43%
DISSATISFIED	5%
VERY DISSATISFIED	1%
D.K. / REF.	1%

# Maricopa County Customer Satisfaction Survey - 2007

107. How satisfied or dissatisfied are you with the attention given by the county to air quality concerns?

VERY SATISFIED	5%	5%
SATISFIED	49%	54%
DISSATISFIED	31%	34%
VERY DISSATISFIED	6%	7%
D.K. / REF.	10%	

207a. Have you contacted the department of Air Quality, the office that monitors air pollution?

NO	93%
YES	7%
D.K. / REF.	

207b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **86** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	24%
WEB ONLY	29%
WEB, VISIT	1%
EMAIL/MAIL ONLY	6%
EMAIL/MAIL, WEB	1%
PHONE ONLY	28%
PHONE, WEB	3%
PHONE, EMAIL/MAIL	6%
PHONE, EMAIL/MAIL, WEB	1%

207c. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	34%
SATISFIED	45%
DISSATISFIED	13%
VERY DISSATISFIED	8%
D.K. / REF.	

207d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	36%
SATISFIED	22%
DISSATISFIED	5%
VERY DISSATISFIED	7%
NO STAFF CONTACT	28%
DON'T KNOW/N.A.	2%

303. How much do you agree or disagree that the county is doing a good job monitoring air quality?

STRONGLY AGREE	6%
AGREE	56%
DISAGREE	23%
STRONGLY DISAGREE	4%
D.K. / REF.	10%

304. How much do you agree or disagree that the public is adequately informed about pollution issues in the county?

STRONGLY AGREE	7%
AGREE	63%
DISAGREE	21%
STRONGLY DISAGREE	2%
D.K. / REF.	7%

# Maricopa County Customer Satisfaction Survey - 2007

- 107a. How satisfied or dissatisfied are you with the attention given by the county to environmental concerns, such as food safety, water pollution and waste disposal?

VERY SATISFIED	7%	8%
SATISFIED	59%	67%
DISSATISFIED	19%	22%
VERY DISSATISFIED	3%	3%
D.K. / REF.	12%	

- 207d. Have you contacted Environmental Services, the office that monitors, water pollution, issues food handler permits and inspects restaurants?

NO	96%
YES	4%
D.K. / REF.	

- 207e. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **42** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	31%
WEB ONLY	29%
WEB, VISIT	2%
EMAIL/MAIL ONLY	7%
EMAIL/MAIL, VISIT	2%
PHONE ONLY	19%
PHONE, WEB	2%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB	2%

- 207f. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	33%
SATISFIED	50%
DISSATISFIED	12%
VERY DISSATISFIED	5%
D.K. / REF.	

- 207g. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	33%
SATISFIED	26%
DISSATISFIED	2%
VERY DISSATISFIED	5%
NO STAFF CONTACT	33%
DON'T KNOW/N.A.	

301. How much do you agree or disagree that restaurants and food stores located in Maricopa County are adequately monitored for food safety?

STRONGLY AGREE	14%
AGREE	60%
DISAGREE	16%
STRONGLY DISAGREE	3%
D.K. / REF.	7%

302. How much do you agree or disagree that the county is doing a good job monitoring water quality?

STRONGLY AGREE	7%
AGREE	65%
DISAGREE	12%
STRONGLY DISAGREE	1%
D.K. / REF.	15%

## Maricopa County Customer Satisfaction Survey - 2007

108. How satisfied or dissatisfied are you with the human services provided by the county such as Head Start and Employment Services?

VERY SATISFIED	6%	10%
SATISFIED	48%	75%
DISSATISFIED	8%	13%
VERY DISSATISFIED	1%	2%
D.K. / REF.	36%	

208. Have you been in contact with a county Human Services office such as Head Start or Work Force Development?

NO	93%
YES	7%
D.K. / REF.	

- 208a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 77 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	35%
WEB ONLY	16%
WEB, VISIT	1%
EMAIL/MAIL ONLY	4%
PHONE ONLY	29%
PHONE, VISIT	8%
PHONE, WEB	3%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%
DON'T KNOW/N.A.	1%

- 208b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	34%
SATISFIED	48%
DISSATISFIED	12%
VERY DISSATISFIED	6%
D.K. / REF.	

- 208c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	34%
SATISFIED	39%
DISSATISFIED	5%
VERY DISSATISFIED	4%
NO STAFF CONTACT	18%
DON'T KNOW/N.A.	

# Maricopa County Customer Satisfaction Survey - 2007

109. The Public Health Services provided by the county, such as disease control and immunizations?

VERY SATISFIED	9%	12%
SATISFIED	60%	77%
DISSATISFIED	7%	9%
VERY DISSATISFIED	1%	2%
D.K. / REF.	22%	

209. Have you contacted the Public Health Department? Have you called or visited a public health facility for immunizations, birth or death certificates, or disease control OR have you applied for or received nutrition services from a WIC site OR have you visited the Public Health web site to get information?

NO	88%
YES	12%
D.K. / REF.	

209a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **140** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	48%
WEB ONLY	8%
EMAIL/MAIL ONLY	9%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	1%
PHONE ONLY	21%
PHONE, VISIT	5%
PHONE, WEB	5%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, VISIT	1%
PHONE, EMAIL/MAIL, WEB	1%

209b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	36%
SATISFIED	51%
DISSATISFIED	9%
VERY DISSATISFIED	4%
D.K. / REF.	1%

209c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	37%
SATISFIED	41%
DISSATISFIED	6%
VERY DISSATISFIED	4%
NO STAFF CONTACT	10%
D.K. / REF.	2%

305. (How much do you agree or disagree) that the public is adequately informed about communicable diseases?

STRONGLY AGREE	5%
AGREE	61%
DISAGREE	17%
STRONGLY DISAGREE	2%
D.K. / REF.	15%

306. That immunizations are available to all county residents especially children? (How much do you agree or disagree?)

STRONGLY AGREE	10%
AGREE	66%
DISAGREE	5%
STRONGLY DISAGREE	1%
D.K. / REF.	18%

307. That WIC nutrition services are available to all women with small children who are in need?

STRONGLY AGREE	8%
AGREE	55%
DISAGREE	6%
STRONGLY DISAGREE	1%
D.K. / REF.	30%

# Maricopa County Customer Satisfaction Survey - 2007

110. The animal control and shelter services provided by Maricopa County including spay and neuter services, pet licensing and per adoptions?

VERY SATISFIED	16%	19%
SATISFIED	59%	70%
DISSATISFIED	7%	9%
VERY DISSATISFIED	1%	2%
D.K. / REF.	16%	

210. Have you called or visited a county Animal Control facility, had contact with an animal care & control staff member or visited their web site in the last year? (Have you reported and animal control violation, licensed or adopted a pet, picked up or dropped of a pet, or looked for a lost animal on line or at one of the shelters or adoption centers?)

NO	79%
YES	21%
D.K. / REF.	

- 210a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **243** RESPONDENTS WHO MADE CONTACT)

FIELD OFFICER	6%
OFFICE VISIT	43%
OFFICE, FIELD OFFICER	1%
WEB	5%
WEB, OFFICE	2%
EMAIL/MAIL	7%
EMAIL, OFFICE, FIELD OFFICER	0%
EMAIL/MAIL, WEB	0%
EMAIL, WEB, OFFICE	0%
PHONE ONLY	26%
PHONE, FIELD OFFICER	2%
PHONE, MOBILE TRAILER	0%
PHONE, OFFICE VISIT	4%
PHONE, WEB	1%
PHONE, WEB, FIELD OFFICER	0%
PHONE, WEB, OFFICE	1%
PHONE, EMAIL/MAIL	1%

- 210b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	32%
SATISFIED	50%
DISSATISFIED	12%
VERY DISSATISFIED	5%
D.K. / REF.	0%

- 210c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	38%
SATISFIED	40%
DISSATISFIED	5%
VERY DISSATISFIED	3%
NO STAFF CONTACT	12%
DON'T KNOW/N.A.	1%

# Maricopa County Customer Satisfaction Survey - 2007

311. How many dogs do you or other members of your household own?

NONE	58%
ONE	24%
TWO	12%
THREE	3%
FOUR	1%
FIVE	0%
SIX	0%
SEVEN or MORE	0%
DON'T KNOW/N.A.	0%

312. Number dogs spayed or neutered? (Of **480** households with dogs as pets)

NONE	19%
ONE	50%
TWO	22%
THREE	5%
FOUR	2%
FIVE	0%
SIX	0%
SEVEN or MORE	0%
DON'T KNOW/N.A.	1%

313. Number dogs licensed? (Of **480** households with dogs as pets)

NONE	11%
ONE	52%
TWO	24%
THREE	7%
FOUR	3%
FIVE	0%
SIX	1%
SEVEN or MORE	0%
DON'T KNOW/N.A.	2%

314. Where did you to get your dog? (The newest one to your household.)

ANIMAL CARE & CONTROL	3%
COUNTY POUND	6%
ANIMAL SHELTER	6%
HUMANE SOCIETY	5%
PETSMART	1%
OTHER PET STORE	6%
NEWSPAPER ADD	5%
BREEDER	26%
GIFT / STRAY	36%
DON'T KNOW/N.A.	6%

# Maricopa County Customer Satisfaction Survey - 2007

315. How many cats do you or other members of your household own?

NONE	80%
ONE	11%
TWO	5%
THREE	2%
FOUR	1%
FIVE	0%
SIX	0%
SEVEN or MORE	0%
DON'T KNOW/N.A.	0%

316. Number cats spayed or neutered? (Of **232** households with cats as pets)

NONE	9%
ONE	53%
TWO	24%
THREE	8%
FOUR	3%
FIVE	1%
SIX	0%
SEVEN or MORE	1%

317. Number cats licensed? (Of **232** households with cats as pets)

NONE	59%
ONE	25%
TWO	11%
THREE	3%
FOUR	0%
FIVE	0%
DON'T KNOW/N.A.	1%

318. Where did you to get your cat? (The newest one to your household.)

ANIMAL CARE & CONTROL	2%
COUNTY POUND	7%
ANIMAL SHELTER	12%
HUMANE SOCIETY	6%
PETSMART	2%
OTHER PET STORE	3%
NEWSPAPER ADD	1%
BREEDER	3%
GIFT / STRAY	59%
DON'T KNOW/N.A.	4%



## Maricopa County Customer Satisfaction Survey - 2007

111. How satisfied or dissatisfied are you that the county has taken adequate steps to ensure public safety during a major disaster or terrorist attack?

VERY SATISFIED	6%	9%
SATISFIED	47%	73%
DISSATISFIED	9%	14%
VERY DISSATISFIED	2%	3%
D.K. / REF.	36%	

211. Have you called or visited the Maricopa County Emergency Management Department in the last year?

NO	99%
YES	1%
D.K. / REF.	

- 211a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **13** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	46%
EMAIL/MAIL ONLY	8%
PHONE ONLY <input type="checkbox"/>	46%

- 211b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	15%
SATISFIED	62%
DISSATISFIED	15%
D.K. / REF.	8%

- 211c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	23%
SATISFIED	46%
DISSATISFIED	15%
NO STAFF CONTACT	8%
DON'T KNOW/N.A.	8%

327. How much do you agree or disagree that you have a family preparedness plan to assure your safety in the event of a disaster or terrorist attack? (Would you say you strongly agree, agree, disagree or strongly disagree?)

STRONGLY AGREE	9%
AGREE	44%
DISAGREE	38%
STRONGLY DISAGREE	5%
D.K. / REF.	4%

# Maricopa County Customer Satisfaction Survey - 2007

112. How satisfied are you with the services provided by the Office of the County Medical Examiner or Coroner?

VERY SATISFIED	5%	11%
SATISFIED	42%	85%
DISSATISFIED	2%	4%
VERY DISSATISFIED	0%	1%
D.K. / REF.	50%	

212. Have you contacted the Office of the Maricopa Medical Examiner (County Coroner)?

NO	97%
YES	3%
D.K. / REF.	

212a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 32 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	38%
WEB ONLY	3%
EMAIL/MAIL ONLY	9%
PHONE ONLY	34%
PHONE, VISIT	6%
PHONE, EMAIL/MAIL	3%
PHONE, EMAIL/MAIL, VISIT	3%
DON'T KNOW/N.A. □	3%

212b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	44%
SATISFIED	44%
DISSATISFIED	13%

212c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	47%
SATISFIED	41%
DISSATISFIED	9%
NO STAFF CONTACT	3%

# Maricopa County Customer Satisfaction Survey - 2007

113. How satisfied or dissatisfied are you with the Justice of the Peace Courts in Maricopa County?

VERY SATISFIED	6%	9%
SATISFIED	49%	79%
DISSATISFIED	6%	10%
VERY DISSATISFIED	1%	2%
D.K. / REF.	38%	

213. Have you been in contact with Justice of the Peace Court?

NO	93%
YES	7%
D.K. / REF	

213a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 76 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	64%
WEB ONLY	1%
WEB, VISIT	4%
EMAIL/MAIL ONLY	4%
EMAIL/MAIL, VISIT	1%
PHONE ONLY	17%
PHONE, VISIT	4%
PHONE, WEB	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%
DON'T KNOW/N.A.	1%

213b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	26%
SATISFIED	53%
DISSATISFIED	12%
VERY DISSATISFIED	8%
D.K. / REF.	1%

213c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	30%
SATISFIED	51%
DISSATISFIED	13%
VERY DISSATISFIED	4%
NO STAFF CONTACT	1%
D.K. / REF	

# Maricopa County Customer Satisfaction Survey - 2007

## 114. Satisfaction with Maricopa County Superior Courts?

VERY SATISFIED	7%	11%
SATISFIED	51%	76%
DISSATISFIED	8%	11%
VERY DISSATISFIED	1%	2%
D.K. / REF.	33%	

## 214. Contacted Maricopa County Superior Courts?

NO	83%
YES	17%
D.K. / REF.	

### 214a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office? (ASKED ONLY OF THE **201** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	71%
WEB ONLY	4%
WEB, VISIT	2%
EMAIL/MAIL ONLY	5%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	1%
PHONE ONLY	7%
PHONE, VISIT	3%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, VISIT	1%
PHONE, EMAIL/MAIL, WEB, VISIT	0%

### 214b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	32%
SATISFIED	51%
DISSATISFIED	13%
VERY DISSATISFIED	3%
D.K. / REF.	0%

### 214c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	37%
SATISFIED	44%
DISSATISFIED	6%
VERY DISSATISFIED	4%
NO STAFF CONTACT	6%
DON'T KNOW/N.A.	1%

## Maricopa County Customer Satisfaction Survey - 2007

115. How satisfied or dissatisfied are you with the services provided by the Clerk of the Superior Court, such as providing copies of court records and issuing marriage licenses and passports?

VERY SATISFIED	9%	13%
SATISFIED	54%	79%
DISSATISFIED	4%	6%
VERY DISSATISFIED	1%	2%
D.K. / REF.	32%	

215. Have you called or visited the Office of Clerk of the Superior Court or their web site for court records, information on child support, to obtain a marriage license or to apply for a passport?

NO	86%
YES	14%
DON'T KNOW/N.A.	

- 215a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **161** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	43%
WEB ONLY	23%
WEB, VISIT	2%
EMAIL/MAIL ONLY	9%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	1%
PHONE ONLY	12%
PHONE, VISIT	4%
PHONE, WEB	5%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

- 215b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	32%
SATISFIED	55%
DISSATISFIED	11%
VERY DISSATISFIED	3%
DON'T KNOW/N.A.	

- 215c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	29%
SATISFIED	37%
DISSATISFIED	4%
VERY DISSATISFIED	4%
NO STAFF CONTACT	23%
DON'T KNOW/N.A.	2%

# Maricopa County Customer Satisfaction Survey - 2007

116. Satisfaction with the Maricopa County Juvenile Detention system?

VERY SATISFIED	3%	6%
SATISFIED	34%	67%
DISSATISFIED	12%	23%
VERY DISSATISFIED	2%	4%
D.K. / REF.	49%	

216. Have you called or visited a Maricopa County Juvenile Detention facility or been in contact with Maricopa County Juvenile Probation and Detention?

NO	96%
YES	4%
D.K. / REF.	

216a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **45** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	69%
WEB ONLY	4%
EMAIL/MAIL ONLY	2%
PHONE ONLY	16%
PHONE, VISIT	7%
PHONE, WEB	2%

216b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	33%
SATISFIED	42%
DISSATISFIED	18%
VERY DISSATISFIED	2%
D.K. / REF.	4%

216c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	36%
SATISFIED	42%
DISSATISFIED	16%
NO STAFF CONTACT	2%
DON'T KNOW/N.A. □	4%

# Maricopa County Customer Satisfaction Survey - 2007

117. How satisfied are you with Maricopa County's branch of law enforcement and jails, the Sheriff's Office?

VERY SATISFIED	22%	24%
SATISFIED	50%	56%
DISSATISFIED	12%	14%
VERY DISSATISFIED	6%	7%
D.K. / REF.	11%	

217. Have you been in contact with the Sheriff's Office or visited a county jail?

NO	91%
YES	9%
D.K. / REF.	

217a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **104** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	45%
WEB ONLY	11%
WEB, VISIT	1%
EMAIL/MAIL ONLY	3%
PHONE ONLY	23%
PHONE, VISIT	10%
PHONE, WEB	5%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%
DON'T KNOW/N.A.	1%

217b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	20%
SATISFIED	45%
DISSATISFIED	20%
VERY DISSATISFIED	13%
D.K. / REF.	2%

217c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	23%
SATISFIED	38%
DISSATISFIED	12%
VERY DISSATISFIED	13%
NO STAFF CONTACT	12%
DON'T KNOW/N.A.	2%

# Maricopa County Customer Satisfaction Survey - 2007

118. How satisfied or dissatisfied are you with the manner in which the County Attorney's Office prosecutes criminals?

VERY SATISFIED	9%	12%
SATISFIED	51%	66%
DISSATISFIED	13%	18%
VERY DISSATISFIED	3%	4%
D.K. / REF.	23%	

218. The Office of the Maricopa County Attorney?

NO	95%
YES	5%
D.K. / REF.	

218a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 53 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	28%
WEB ONLY	8%
WEB, VISIT	2%
EMAIL/MAIL ONLY	9%
PHONE ONLY	34%
PHONE, VISIT	6%
PHONE, WEB	6%
PHONE, EMAIL/MAIL	4%
PHONE, EMAIL/MAIL, WEB, VISIT	4%

218b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	34%
SATISFIED	49%
DISSATISFIED	15%
VERY DISSATISFIED	2%
D.K. / REF.	

218c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	40%
SATISFIED	42%
DISSATISFIED	6%
VERY DISSATISFIED	2%
NO STAFF CONTACT	11%
DON'T KNOW/N.A.	



# Maricopa County Customer Satisfaction Survey - 2007

119. What about the defense provided by the Office of the Public Defender, Legal Defender, Legal Advocate, or Contract Counsel?

VERY SATISFIED	4%	7%
SATISFIED	46%	79%
DISSATISFIED	6%	10%
VERY DISSATISFIED	2%	4%
D.K. / REF.	41%	

219. Have you contacted the Office of the Indigent Representation?

NO	96%
YES	4%
D.K. / REF	

219a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 44 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	39%
WEB, VISIT	2%
EMAIL/MAIL ONLY	2%
PHONE ONLY	36%
PHONE, VISIT	14%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB, VISIT	5%

219b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	23%
SATISFIED	41%
DISSATISFIED	18%
VERY DISSATISFIED	18%

219c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	30%
SATISFIED	55%
DISSATISFIED	5%
VERY DISSATISFIED	9%
NO STAFF CONTACT	2%

# Maricopa County Customer Satisfaction Survey - 2007

119a. How satisfied are you with the supervision of offenders provided by probation officers?

VERY SATISFIED	4%	7%
SATISFIED	37%	65%
DISSATISFIED	13%	23%
VERY DISSATISFIED	3%	5%
D.K. / REF.	43%	

219d. Have you contacted, or have you been contacted by, the Maricopa County Adult Probation Department?

NO	97%
YES	3%
D.K. / REF.	

219e. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **35** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	20%
WEB ONLY	6%
EMAIL/MAIL ONLY	3%
PHONE ONLY	31%
PHONE, VISIT	26%
PHONE, EMAIL/MAIL	6%
PHONE, EMAIL/MAIL, WEB	3%
PHONE, EMAIL/MAIL, WEB, VISIT	6%

219f. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	23%
SATISFIED	57%
DISSATISFIED	17%
VERY DISSATISFIED	3%
D.K. / REF.	

219g. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	34%
SATISFIED	46%
DISSATISFIED	9%
VERY DISSATISFIED	6%
NO STAFF CONTACT	6%
D.K. / REF.	

# Maricopa County Customer Satisfaction Survey - 2007

120. How satisfied are you that the values of property and homes in the County are fairly assessed for taxing purposes?

VERY SATISFIED	5%	5%
SATISFIED	65%	73%
DISSATISFIED	15%	17%
VERY DISSATISFIED	4%	4%
D.K. / REF.	11%	

220. Have you called or visited the County Assessor's Office or visited their web site?

NO	88%
YES	12%
D.K. / REF.	

220a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 135 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	9%
WEB ONLY	39%
WEB, VISIT	4%
EMAIL/MAIL ONLY	16%
PHONE ONLY	23%
PHONE, VISIT	1%
PHONE, WEB	4%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, VISIT	1%
PHONE, EMAIL/MAIL, WEB	1%

220b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	30%
SATISFIED	60%
DISSATISFIED	6%
VERY DISSATISFIED	3%
DON'T KNOW/N.A.	1%

220c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	23%
SATISFIED	22%
DISSATISFIED	3%
VERY DISSATISFIED	1%
NO STAFF CONTACT	48%
DON'T KNOW/N.A.	2%

# Maricopa County Customer Satisfaction Survey - 2007

121. What about the services provided by the County Recorder in recording and maintaining public records?

VERY SATISFIED	7%	9%
SATISFIED	66%	84%
DISSATISFIED	5%	6%
VERY DISSATISFIED	1%	1%
D.K. / REF.	23%	

221. What about the Office of County Recorder, have you called or visited this office or web site

NO	89%
YES	11%
D.K. / REF.	

221a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 127 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	18%
WEB ONLY	40%
WEB, VISIT	2%
EMAIL/MAIL ONLY	16%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	2%
PHONE ONLY	16%
PHONE, VISIT	2%
PHONE, WEB	1%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

221b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	39%
SATISFIED	56%
DISSATISFIED	3%
VERY DISSATISFIED	2%
DON'T KNOW/N.A.	

221c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	23%
SATISFIED	25%
VERY DISSATISFIED	1%
NO STAFF CONTACT	46%
DON'T KNOW/N.A.	6%

## Maricopa County Customer Satisfaction Survey - 2007

121a. What about the maintenance of voter registration information and the conducting of elections in the county?

VERY SATISFIED	12%	14%
SATISFIED	70%	79%
DISSATISFIED	5%	6%
VERY DISSATISFIED	1%	1%
D.K. / REF.	12%	

221d. What about the Elections Department, have you called or visited this office or web site

NO	90%
YES	10%
D.K. / REF.	

221e. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE **116** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	11%
WEB ONLY	16%
WEB, VISIT	2%
EMAIL/MAIL ONLY	28%
EMAIL/MAIL, VISIT	1%
PHONE ONLY	33%
PHONE, VISIT	4%
PHONE, WEB	3%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, WEB	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

221f. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	37%
SATISFIED	53%
DISSATISFIED	6%
VERY DISSATISFIED	3%
DON'T KNOW/N.A.	2%

221g. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	30%
SATISFIED	28%
DISSATISFIED	2%
VERY DISSATISFIED	3%
NO STAFF CONTACT	35%
DON'T KNOW/N.A.	3%

# Maricopa County Customer Satisfaction Survey - 2007

## 122. Services provided by the County Treasurer?

VERY SATISFIED	4%	7%
SATISFIED	56%	88%
DISSATISFIED	2%	4%
VERY DISSATISFIED	1%	1%
D.K. / REF.	37%	

## 222. What about the Office of the County Treasurer?

NO	96%
YES	4%
D.K. / REF.	

### 222a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office? (ASKED ONLY OF THE 45 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	22%
WEB ONLY	20%
WEB, VISIT	2%
EMAIL/MAIL ONLY	22%
EMAIL/MAIL, VISIT	2%
EMAIL/MAIL, WEB	2%
PHONE ONLY	29%

### 222b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	38%
SATISFIED	56%
DISSATISFIED	4%
VERY DISSATISFIED	2%

### 222c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	36%
SATISFIED	18%
DISSATISFIED	2%
NO STAFF CONTACT	2%
D.K. / REF.	40%
	2%

# Maricopa County Customer Satisfaction Survey - 2007

123. Services provided by the County Superintendent of Schools?

VERY SATISFIED	4%	6%
SATISFIED	49%	71%
DISSATISFIED	13%	19%
VERY DISSATISFIED	3%	5%
D.K. / REF.	31%	

223. And have you contacted the County Superintendent of Schools either electronically, by phone or in person?

NO	96%
YES	4%
D.K. / REF.	

223a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?  
(ASKED ONLY OF THE 47 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	26%
WEB ONLY	23%
EMAIL/MAIL ONLY	11%
PHONE ONLY	28%
PHONE, VISIT	4%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	4%
PHONE, EMAIL/MAIL, VISIT	2%

223b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	23%
SATISFIED	47%
DISSATISFIED	30%

223c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	26%
SATISFIED	36%
DISSATISFIED	15%
VERY DISSATISFIED	4%
NO STAFF CONTACT	17%
D.K. / REF.	2%

## Maricopa County Customer Satisfaction Survey - 2007

321. For the next few questions we need you to think about your own personal safety. How safe or unsafe do you feel in your own neighborhood **during the day**; do you feel very safe, safe, unsafe or very unsafe?

VERY SAFE	49%
SAFE	43%
NEUTRAL	3%
UNSAFE	3%
VERY UNSAFE	1%
DON'T KNOW/N.A.	0%

322. And how safe or unsafe do you feel in your neighborhood **after dark**?

VERY SAFE	32%
SAFE	47%
NEUTRAL	6%
UNSAFE	11%
VERY UNSAFE	3%
DON'T KNOW/N.A.	1%

323. And overall how safe or unsafe do you feel living in Maricopa County?  
(Do you feel very safe, safe, unsafe or very unsafe?)

VERY SAFE	20%
SAFE	57%
NEUTRAL	11%
UNSAFE	9%
VERY UNSAFE	2%
DON'T KNOW/N.A.	1%

324. Would you say you feel much safer, safer, about the same, less safe, or much less safe living in Maricopa County **now** than you did a year ago?

MUCH SAFER	4%
SAFER	10%
ABOUT THE SAME	60%
LESS SAFE	20%
MUCH LESS SAFE	3%
DON'T KNOW/N.A.	3%

325. And would you say the amount of **violent** crime in Maricopa County has increased a lot, increased a little, stayed about the same, decreased a little, or decreased a lot in the last year?

INCREASED A LOT	36%
INCREASED A LITTLE	25%
REMAINED ABOUT SAME	25%
DECREASED A LITTLE	3%
DECREASED A LOT	1%
DON'T KNOW/N.A.	10%

326. And what about the amount of **property** crime in Maricopa County? (Have property crimes increased a lot, increased a little, stayed about the same, decreased a little, or decreased a lot in the last year?)

INCREASED A LOT	33%
INCREASED A LITTLE	27%
REMAINED ABOUT SAME	23%
DECREASED A LITTLE	2%
DECREASED A LOT	0%
DON'T KNOW/N.A.	15%